

# ROHIT THUKRAL (Thuky)

██████████ ██████████ Portland OR ██████████  
Phone – ██████████; Email – ██████████

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## PROFESSIONAL STRENGTHS

- Accomplished, innovative, hands on, & informed management consultant with excellent leadership ability & strong suite of skills & experience (business integration/IT strategy; business process & organizational change; business-technology alignment, system architecture, Internet strategies, system development/integration & implementation; medium and large-scale program / project management & governance, methodologies, global services delivery)
- Deep experience managing large scale & geographically dispersed client relationships, or multiple clients
- Breadth of knowledge managing technology projects & hands on experience with multiple technology platforms
- International perspective with significant experience in India & Asia Pacific regions – worldly & culturally aware
- Industry experience: Health Insurance expert, experience in financial services, health care delivery, utilities, government, others

## WORK EXPERIENCE

### Independent Management Consultant (Tealeaf Associates)

*January 2001 to Present*

*Pacific Northwest, USA*

Specializing in Management and IT Consulting services - domain includes business process improvement, information technology, strategy/analysis, and program governance. The following is an extensive sampling of projects that have been completed.

- Assisted state of Washington with merger of behavioral health services and Medicaid operations across three southwest counties in Washington State. Effort included business process alignment, IT infrastructure and application development/support, outsourcing, vendor management, and activities associated with creating a new mobile organization.
- Leading an Oregon private-public partnership workgroup that strives to develop statewide simplified rules to facilitate health care business between government entities, providers, payers, & intermediaries with a focus on lowering operating costs. Advise Oregon Healthcare Leadership Council and Oregon Health Authority on EDI related legislative, initiative and implementation perspectives.
- Worked with a healthcare delivery company to leverage & expand successful pilot to fully scalable operational processes. Pilot had established innovative patient care processes that substantially reduced hospitalization costs by providing critical care in a home setting, in partnership with hospitals.
- Assisted largest US third party employee benefit program administrator in the implementation of a highly automated health claims processing system. Engagement included all aspects of initiating, organizing & managing a large scale mission critical, multi-million dollar system implementation project. Scope included business process changes, system development & delivery, vendor management, business intelligence to clients & their consultants/brokers, mentoring client team from project planning, execution & technical architecture perspectives. Project delivered using Agile methodology. Advised client on several subjects including business/IT alignment, program management, information analytics, stakeholder reporting, consumer directed health etc.
- Executed numerous major projects & programs for the largest multi-state health insurer in the Pacific Northwest. Projects included:
  - Assisted Provider Services with development of a business case to implement comprehensive network performance management & contracting processes across the enterprise.
  - Teamed with top management & operational departments to help define the strategy for consumer engagement.
  - Established a comprehensive approach for effective communications with a wide-spectrum of stakeholders associated with the implementation of performance based health networks. Led the operations & IT teams in the system implementation & resolution of major business issues in this key effort associated with the client's largest customer.
  - Led the effort to size, estimate, plan, & develop the solution strategy & requirements for an enterprise-wide solution for the HIPAA National Provider Identifier rule.
  - Successfully led a Medicare Advantage PPO product development & implementation effort including product development, go to market strategies, sales administration, business process changes, regulatory compliance, systems, & operations. Multi-state product administered by a central business unit & technology platform – a first for client.
  - Managed the HIPAA Transactions & Codes Sets project for the Washington plan. Goal was the transformation of the health plan into an ebusiness. Managed projects to develop infrastructure & applications to enable Internet EDI & web portals; realigned business processes with technology implementations.

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- Helped establish & manage the HIPAA PMO. Assisted client in aligning program with key HIPAA related goals. Defined & developed the processes, governance, organization, & approach to manage a multi-million, three year long effort. Incorporated methods & systems to drive enterprise-wide change incorporating - Internet EDI, Security & Privacy.
  - Provided impetus & guidance on key ebusiness initiatives to top level IT & business management.
- Developed a Medicaid rate audit process for state of PA as subcontractor to Mercer Consulting.

### Netscape (AOL Time Warner)

*iPlanet – a Sun Netscape Alliance*  
January 2000 to January 2001

*Sr. Principal Ebusiness Strategist*  
Worldwide Practice

Conducted ebusiness strategy engagements for iPlanet & Sun Microsystems accounts worldwide. Advised global Fortune 1000 corporations & educated their top executives on the potential impact of the net economy on their businesses. Developed complete ebusiness strategic plans for clients including the vision, specific net economy goals, ebusiness model, identification of key stakeholders, value proposition, financial projections, architectural framework, ebusiness roadmap, implementation plan. Worked with major iPlanet & Sun accounts on ebusiness strategy.

Customer contact included strategy consulting engagements, executive round table discussions, industry & client forums, authored current interest white papers. Teamed with account managers to nurture key client relationships & set strategy for major corporate accounts. Directed the health care strategy practice.

*Netscape Communications Corp*  
February 1999 to December 1999

*Consulting Practice Director*  
Pacific Northwest, USA

Established & directed the Pacific Northwest ebusiness implementation consulting practice for Netscape. Managed all aspects of the practice including business development, resource management, recruiting, implementation planning & approach, wrote consulting proposals, defined & estimated projects, nurtured client relationships, resolved issues, project planning & execution, delivery quality assurance, & other practice related responsibilities. Recruited, mentored & coached team members. Achieved initial year revenues of \$ 4.6 M in the region & directly responsible for regional practice growth, sales targets, alliances/partnerships, & practice profitability. Netscape Internet multi-tier architecture incorporated Oracle DBMS, J2EE, XML, SSL, LDAP, PKI, EAI, Netegrity.

Claremont Technology Group  
November 1995 to February 1999

*Senior Director*  
Pacific Northwest, USA / Asia Pacific

Key responsibilities included management consulting & IT related project delivery for multiple clients on the West Coast. Managed major accounts & multiple full lifecycle business & IT projects. On going responsibility for business development/expansion, project profitability, recruiting, resource development, & nurturing strategic client relationships. Industry focus was health care & financial services. Technology platforms included IBM Legacy, Oracle DBMS, Wintel/Sun/UNIX client server, Internet.

Developed consulting market strategy for the Asia-Pacific region. On assignment as country manager Japan with additional responsibility for Hong Kong from March 1998 to February 1999. Worked with Indian team to establish an offshore outsourcing IT development center in the Philippines.

Unisys Worldwide Information Services  
August 1991 to October 1995

*Senior Project Manager*  
Portland, Oregon

Provided project management, business re-engineering, & system development consulting services to a major power generating wholesaler in the Pacific Northwest. Managed full lifecycle business / technical analysis, mainframe & client server development projects. Assignments included the development of an executive information system, reengineering the expenditure cycle & financial processes & systems, & development of a client-server billing system. Participated in large scale business development worldwide. Technology platforms included IBM Legacy & Wintel/Sun client server. Participated in several business development efforts in the US, UK & New Zealand.

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## **Accenture (Andersen Consulting)**

*May 1988 to August 1991*

## ***Senior Consultant***

*Boston, Massachusetts*

Provided IT & Management consulting services to businesses, hospitals, & government agencies. Initial focus was technical development & DBA in legacy environments leading to business analysis & development team leadership opportunities. Led teams responsible for IT area restructuring in a major business process reengineering effort, corporate acquisition due diligence for a prominent Boston based insurer; redesign of sales administration & logistic services for a major software company - among others. Extensively used structured life cycle methodologies & CASE tools. Technology platforms included IBM & Unisys Legacy, & Wintel/Sun client server.

## **The Williamson Group**

*January 1986 to April 1988*

## ***Software Engineer***

*Cambridge, Massachusetts*

Developed, enhanced, & supported turnkey, multi-user fund raising system for independent schools, hospitals, & museums. Actively executed system installations, user training, & resolution of advanced technical issues.

## **University of Rhode Island**

*September 1983 to December 1985*

## ***Graduate Assistant***

*Kingston, Rhode Island*

Initiated Administrative Computer Center's microcomputer consultancy & provided system & LAN support to all the University business & administration departments. Collaborated extensively in the writing of two university textbooks, on BASIC & Finite Mathematics. Assisted professors with research in the Management Sciences.

## **Unilever Group (Lipton India)**

*September 1981 to August 1983*

## ***Manager – Marketing & Tea Trade***

*Calcutta, India*

Roles included Consumer Sales Management, Brand Management, Tea Export Trading, Tea Evaluation & Tasting, Developed, executed, & managed quality of tea blends & packaging operations.

## **EDUCATION / TRAINING**

### ***University of Rhode Island***

Master of Business Administration,

GPA 3.9

Major: Information Technology

Minor: Marketing

Member PHI KAPPA PHI – National

Honor Society

### ***University of Madras, India***

Madras Christian College

Bachelor of Arts (Economics

Honors)

*Numerous other conferences & classes*

### ***Continuing Education***

*Health Insurance & HIPAA*

Multiple conferences, events, & workgroups

*Sun/Netscape Schools*

Ebusiness practices & product training (service oriented architecture, application servers, web/portal servers, EAI, transaction engines, PKI etc)

*Oregon Graduate Institute of Science & Technology*

Managing Object Oriented Development Projects

Object Oriented Analysis & Design

Client-Server Methodology, Design & Development

*Andersen Consulting (Accenture) Schools*

System Design & Development, IT Strategy, Project Management,

Business Process Improvement, Corporate Modeling

*Massachusetts Institute of Technology*

Telecommunication Strategies & System Connectivity GPA 4.0

C Programming, GPA 4.0

**INTERESTS**    World Affairs, Worldwide Travel, Financial Markets, Reading, Theater, Dance, Golf, Squash, Tennis

## **USA Citizen & Passport**

Overseas Citizen of India – permitted to live & work in India without limitation